

Dial

West Cheshire

Improving the lives of disabled people

Business Operations & Finance Manager

***Job vacancy information and further
details for candidates***



January 2022



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Registered Charity No: 1156120
Company Limited by Guarantee No: 8831095
Registered in England & Wales

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About Dial West Cheshire

Dial West Cheshire is an award-winning local charity with a history dating back to 1986. We provide a range of services aimed at enabling disabled people and older people to live sustained, independent lives.

Our Disability Rights Centre and Café are based at Dial House in Hamilton Place, Chester and we run Shopmobility Services (daily hire of mobility scooters and wheelchairs to enable disabled people to access shops and other facilities) from town centre locations in Ellesmere Port, Chester, Northwich and Winsford.

As well as providing services which improve the lives of disabled people, we actively encourage people with disabilities and long term health conditions to work or volunteer with us. Our services are delivered by teams consisting of paid workers supported by volunteers.

Further information is available from our website: www.dialwestcheshire.org.uk

Vision, Mission and Values

Vision

Dial West Cheshire's vision is a society where disabled people and older people can participate equally as full citizens.

Mission

Our aim is to empower disabled people and older people to live sustained, independent lives. Our objectives are to:

- Reduce poverty and improve economic status
- Reduce social isolation
- Improve health and well being
- Raise awareness of needs and aspirations
- Provide opportunities for volunteering, training and employment

Values

Dial West Cheshire:

- Promotes and seeks implementation of the **Social Model of Disability**, through our own work and by working with partners, in recognition that people with impairments are disabled by attitudinal, environmental and institutional barriers in society.
- Recognises and supports the **Equality, Diversity and Rights** of disabled people.
- Believes in an **Inclusive Society** in which all disabled people have the support necessary to participate fully.
- Aims to be **Trusted** by those we help and work with.
- **Cares** about our people and our customers.
- Aims to be a **Beacon of Best Practice** throughout our work.
- Is **Committed to Achieving Quality** in the delivery of our work.

We will offer you:

- Generous annual leave plus bank holidays
- Mileage allowance for business travel
- Flexible working
- Pension scheme
- Training and development opportunities

How to Apply and Closing Date

This rewarding role is an exciting opportunity for someone with a strong finance background, together with office management skills, to lead on managing the charity's finances and business operations effectively. As a dynamic and forward-thinking finance professional, you will have the opportunity to help support the organisation's plans for growth and sustainability.

About you: With a formal accountancy qualification and/or qualified by experience, you will have the skills and experience necessary to hit the ground running. You will be comfortable accepting responsibility and working with minimal supervision as well as competent at managing all aspects of the organisation's finances and ensuring wider compliance. The above includes budgeting, producing timely and accurate management reports, compiling VAT returns, liaising with payroll, and completing returns for regulators such as Companies House and the Charity Commission.

To apply, download the documents available from the vacancies page of our website www.dialwestcheshire.org.uk/vacancies . **You need to email a completed Person Specification Template together with your CV to keith.roper@dialwestcheshire.org.uk** . Please provide brief examples of your experience and how you meet the criteria when completing the template.

The closing date is noon on Monday 31 January 2022. Interviews will take place on Wednesday 9 February. For an informal discussion about the role please contact: Keith Roper, Chief Officer, telephone: 01244 345 655.

We will short list by checking evidence of the suitability of candidates against firstly, the essential, and secondly, the desirable, criteria in the person specification. As we are a 'Disability Confident Employer,' we are committed to interviewing all candidates who indicate that they have a disability who meet all the essential criteria for the post. Please advise us of any additional support needs, such as help needed to make an application, requirements at interview or reasonable adjustments which can be considered to enable you to fulfil the job role.

Please note that we will **not** be contacting applicants who have not been shortlisted for interview.

Job Description

Job Title: Business Operations and Finance Manager

Responsible to: Chief Officer

Responsible for: Business Support & Finance Assistant, Volunteers

Salary: In the region of £30,000

Hours: 37 hrs / wk

Location(s): Hybrid working to include Dial House (Chester) and home working

Job Purpose:

Reporting to the Chief Officer and providing support to the Board of directors/trustees, this senior management position is responsible for the effective management of the charity's financial activities, together with oversight of business operations such as IT, communications, health and safety, human resources and front of house/reception. Using Xero financial management software and internal systems, duties include all aspects of financial management including administration, monitoring and reporting, as well as oversight of office management functions.

Principal Responsibilities:

1. Finance Administration:

- Utilise Xero financial management software to maintain an accurate general ledger.
- Together with the Business Support and Finance Assistant, ensure that all finance and other delegated administration tasks are complete. Tasks include, but are not limited to, sourcing evidence to support the audit trail, data entry, allocation of account transactions, account reconciliation and liaising with suppliers.
- Undertake month end adjustments (accruals and pre-payments).
- Oversee the supplier payment process, in accordance with the financial control policy and authorisation process. Act as a contact for key suppliers.
- Oversee the production of sales invoices for the charity's fees for services, consultancy work and contracts.
- Act as a point of contact for the third party payroll bureau to ensure payroll and pensions are administered effectively.
- Oversee the maintenance of financial records such as the asset register, depreciation schedule and gift aid records.

2. Financial Management and Reporting:

- Produce accurate and timely management reports for the Chief Officer and Board of directors/trustees to aid planning and decision making.
- Reports include income and expenditure, cash-flows, reforecasts and project performance.
- Oversee the production of the annual budget, liaising with service managers and key employees.

3. Compliance:

- Oversee the annual independent financial examination, working closely with the charity's nominated accountants to ensure the timely preparation of the annual

accounts in accordance with SORP expectations.

- Complete quarterly VAT returns.
- Oversee compliance with regulatory and legislative requirements including Companies House, Charities Commission and HMRC.
- Assist with the financial aspects of funding applications and grant/contract negotiations.
- Work with the Chief Officer and key personnel to ensure the charity meets all funding body requirements and completes monitoring information as necessary.
- Adhere to policies and procedures, including the financial control policy and payment authorisation procedures.

4. **Strategy:**

- Act as a resource for the Chief Officer, Board of directors/trustees and service managers offering accurate and solution focused outcomes to planned as well as ad-hoc situations.
- Attend occasional Board and Subcommittee meetings in an advisory capacity.
- Adopt a continuous quality improvement approach to all work areas. Maintain and improve systems and processes relating to finance, business operations and associated administration.
- Contribute to the development and implementation of business and operational plans.

5. **Leadership:**

- Demonstrate effective leadership of arrangements for financial management and business operations, supervising and delegating to others where appropriate.

6. **Human Resources:**

- Maintain personnel and training records, using agreed systems.
- Provide guidance to managers on personnel and training issues, including oversight of discipline and grievance procedures, as well as the recruitment and dismissal of staff, working with the nominated employment law advisers where necessary.
- Work with colleagues to ensure comprehensive induction and exit processes are adhered to.

7. **Premises:**

- Ensure suitable insurance cover is in place for all sites, services and activities.
- Act as a point of contact, and oversee arrangements, for cleaning and maintenance.

8. **Health & Safety:**

- Ensuring compliance with relevant Health & Safety Regulations and guidance.
- Draft and monitor Health & Safety risk assessments, working with the nominated H&S advisers and agreed systems where appropriate.

9. **Marketing, Communications and ICT:**

- Oversee arrangements for in-house and external IT and telecoms support, managing relationships with external service providers where necessary.
- Implement and monitor ICT-related policies, ensuring Data Protection Act and GDPR compliance.
- Oversee the marketing and communications strategy, making optimum use of different channels of communication, including digital solutions.

10. **Customer Service**

- Oversee arrangements for front of house/first point of contact at Dial House.

Person Specification^[OGW1]

Essential Criteria	How Assessed	Desirable Criteria	How Assessed
AAT, part-qualified AAC, CIMA or equivalent.	A, C		
Experience of using industry standard book-keeping and accounting software eg Xero, Sage.	A, I T/P	Experience of Xero.	
Bookkeeping/accounts administration experience including data entry, maintaining a general ledger, bank reconciliation, supplier payments, and invoicing.	A, I T/P		
Experience of producing quality, timely and accurate financial management reports (including profit and loss, balance sheets, cashflow and reforecasts) for others.	A, I		A, I
Experience of overseeing the production of annual budgets.	A, I		
Experience of preparing and submitting VAT returns.	A, I	Experience of adhering to the rules of partial VAT exemption.	A, I
Experience of overseeing annual independent financial examinations and/or audits.	A, I	Experience of completing compliance tasks required by HMRC, Companies House and the Charities Commission.	A, I
Experience of assisting in the preparation of reports/returns required by external funding bodies.	A, I		
Office management experience (in areas such as administration, H&S, IT, telecoms).			
Excellent communication skills, both oral and written as well as ICT related ^[OGW2] .	A, I ^[OGW3]	Experience of collaboration software eg Microsoft Teams, Sharepoint.	
An understanding of payroll and employer pensions.	A, I		
Ability to work on own initiative with minimal supervision.	A, I T/P	Experience of providing supervision and training for others.	A, I
Proven numeracy and data analysis skills.	A, I		
Highly proficient in using Microsoft excel.	A, I		
Aligned to Dial West Cheshire's values and committed to the social model of disability	A, I	Ability to deal sensitively with people from a diverse range of backgrounds and experiences.	A, I
Willingness to work flexibly to meet the needs of the organisation.	A, I		
<p>KEY to symbols used in 'How Assessed' column: A = application form, I = interview, C = Certificates, T/P = Task/Presentation</p>			